

# Released under FOI

**Sonya Petreski**

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**From:** Damian Allison  
**Sent:** Wednesday, 13 March 2024 9:33 AM  
**To:** [REDACTED]  
**Cc:** Luke McMahon; Heidi Snell; Jayde Richmond; Lisa Anne Ayres; Ruth Williams; !EO\_Parliamentary&GovernmentLiaison&Advocacy  
**Subject:** RE: Update regarding the HSBC Scam [SEC=OFFICIAL]

**OFFICIAL**

Hi [REDACTED]

Please see below proposed messaging regarding the actions of the National Anti-Scam Centre in relation to the HSBC scam that may be shared publicly. The National Anti-Scam Centre is:

- taking action to alert the public about the HSBC scam and will continue to warn about bank impersonation scams in social media and through the community forums and education activities it undertakes;
- monitoring Scamwatch reports and sharing intelligence about the HSBC scam with regulators, law enforcement, telco's and banks which enables them to take action including investigation where appropriate and/or disruption activity;
- providing information through its working groups to businesses about some of the steps that can be taken to mitigate harm and prevent scams; and
- continuing to explore and discuss with the ACMA, how initiatives such as the proposed SMS Sender Id Registry can protect consumers from these scams.

Thank you  
 Damian

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**From:** [REDACTED]  
**Sent:** Tuesday, March 12, 2024 3:52 PM  
**To:** Luke McMahon <luke.mcmahon@acc.gov.au>  
**Cc:** Heidi Snell <heidi.snell@acc.gov.au>; Damian Allison <dami.an.allison@acc.gov.au>; Johnston, Sophie  
**Subject:** RE: Update regarding the HSBC Scam [ACCC-ACCANDAER.FID3066942] [SEC=OFFICIAL]

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**OFFICIAL**

Hi Luke

Thanks for sending this through – are you able to provide us with a paragraph that we can share with constituents who have written in about HSBC scams about what the NASC is doing in response? I am mindful that most of the below probably cannot be shared publicly.

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Thanks

[REDACTED] — Adviser (he/him)

The Hon Stephen Jones MP

Assistant Treasurer and Minister for Financial Services

M [REDACTED]

*I acknowledge the traditional owners of country throughout Australia, and their continuing connection to land, water and community. I pay my respects to them and their cultures and to elders past, present and emerging.*

**OFFICIAL**

**From:** Luke McMahon <luke.mcmahon@acc.gov.au>

**Sent:** Friday, March 8, 2024 4:56 PM

**To:** [REDACTED]  
[REDACTED]

**Cc:** IEO\_Parliamentary&GovernmentLiaison&Advocacy <IEO\_Parliamentary&GovernmentLiaison@acc.gov.au>;

Heidi Snell <heidi.snell@acc.gov.au>

**Subject:** Update regarding the HSBC Scam [SEC=OFFICIAL] [ACCC-ACCCANDAER.FID3066942]

**OFFICIAL**

Good afternoon [REDACTED]

## Key points

### **Scamwatch HSBC reports and trends**

- In 2023 Scamwatch received over 6,800 reports of bank impersonation scams, resulting in losses of about \$18 million.
- Between 1 July 2023 and 29 February 2024, Scamwatch received 422 reports about HSBC bank impersonation scams, with \$6.3 million in reported losses.
- Since February 2024, after the National Anti-Scam Centre issued a scam alert, reports to Scamwatch relating to HSBC impersonation scams have continued, importantly not all these

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reports are of scams occurring in February – some of these instances occurred prior to the scam alert and the report may well have been prompted by the scam alert:

	No. of reports	Reported losses
5/2/24 – 11/2/24	23	\$166,268.31
12/2/24 – 18/2/24	20	\$235,790
19/2/24 – 25/2/24	17	\$744,299.99
26/2/24 – 3/3/24	9	\$54,000

*NB: There was a significant spike in losses in the week commencing 19 February 2024. These can be attributed to some high loss reports (1x\$250K, 3x\$100K, 1x\$95K, and 1x\$50K) which have not yet been checked against AUSTRAC but appear legitimate.*

## **National Anti-Scam Centre engagement regarding the HSBC impersonation scams**

- [REDACTED]
- The National Anti-Scam Centre [put out a scam alert on 2 Feb](#)
- National Anti-Scam Centre staff met with [REDACTED]
- National Anti-Scam Centre staff met with HSBC on 6 February. Key discussion points included:

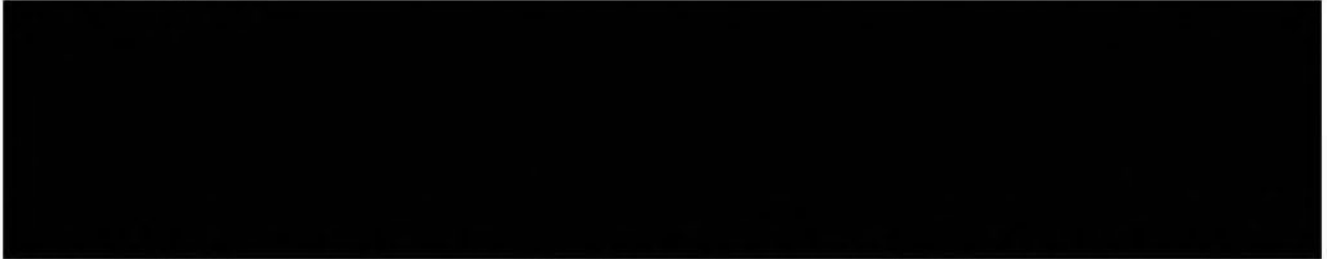
- On 22 February National Anti-Scam Centre asked for further updates on:

- In response, on 26 February HSBC's [REDACTED] team advised:



**National Anti-Scam Centre engagement with other regulators**

- The National Anti-Scam Centre Regulatory Steering Group (Commissioner-level representatives from ACCC, ASIC and the ACMA) discussed HSBC impersonation scams at their meeting on 23 February 2023.



- HSBC bank impersonation scams will be discussed as a case study, led by CALC, at the ASIC / ACCC Joint Consumer Consultation Panel on 15 March 2024.
- The National Anti-Scam Centre has continued to monitor reports and sent disseminations containing the phone numbers being used to telecommunications providers and ACMA on 8 March as well as information to law enforcement about the scam.

**Media – ABC news HSBC**

- The ABC has published a story about HSBC scams on the morning of 8 March 2024: <https://www.abc.net.au/news/2024-03-08/hsbc-customers-demand-spoof-scam-action/103549516>
- This was accompanied by a broadcast story: <https://www.abc.net.au/listen/programs/am/hsbc-customers-in-impersonation-scam/103563480>
- The National Anti-Scam Centre responded to questions from ABC prior to publication and HSBC is aware the NASC shared Scamwatch data with the ABC.

Thank you

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**Luke McMahon**

Executive Director | Government Relations and Advocacy

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